

DIAL-UP WAN CONNECTIVITY

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PURPOSE

To establish the procedure for setting up a customer PC to dial into the State of Utah's WAN (Wide Area Network) for TCP/IP and IPX connectivity.

SCOPE

This procedure applies to all employees within State and local government agencies who have the need to access the ITS-supported WAN via analog dial-up.

BACKGROUND

Government agencies need to gain dial-up access to the State WAN. This capability is now available using remote ITS-provided client software or standard SLIP or PPP software with local dial-up numbers available for Ogden, Salt Lake City, and Provo. When there is inactivity on a line for 15 minutes, the user will be disconnected.

PROCEDURE

Responsibility / Action

Agency

1. Provide an agency technical contact who is trained and/or experienced with network and LAN protocols. This contact will be responsible for installing and supporting the client software for the entire agency. This individual must attend the training session provided by ITS. This service can also be provided by an ITS-approved contractor.

ITS (or Vendor)

2. Provide a no-cost two-hour training session at ITS for agency technical contacts. This session will cover only:



- A. ITS WAN dial-up security features
- B. ITS WAN dial-up support numbers and locations
- C. Recommended PC requirements
- D. IP and IPX dial-up implementation
- E. Client software installation for DOS/Windows 3.x
- F. PPP software installation for Windows 95

ITS NCC

- 3. Ensure that the WAN is operating properly. Coordinate any necessary maintenance activities.
- 4. Ensure that the analog dial-up data lines and the associated modems are operating properly.
- 5. Ensure that appropriate router software upgrades are applied.

WAN Planning Group

- 6. Verify that the dial-up routers are being monitored for proper operation.

ITS LAN Services

- 7. Maintain a directory with read access for ITS customers on the ITS LAN containing all the ITS-provided client software necessary for setting up a remote client with dial-up capabilities into the State WAN.

Agency Contact

- 8. Make a request to the ITS Help Desk to obtain dial-up access to the WAN.

ITS Help Desk

- 9. Assign a support ticket to ITS Security to establish logon and password definitions.
- 10. Assign a support ticket to ITS Accounting with DASID CODE information so that billing can be established.



ITS Security

11. Ensure that the customer requesting dial-up access is authorized to access the State WAN.
12. Contact the customer to perform all of the security setup (passwords, access requirements, etc.).
13. Notify ITS Accounting of the customer set-up so that billing can begin.

ITS Accounting

14. Begin billing at the appropriate time.

ITS Help Desk

15. Follow up with customer after the service request has been closed to ensure proper operation. If operation is not satisfactory and the customer is other than the Agency Contact, make contact with the designated individual. Otherwise, create a service request and address it to the appropriate area.

Agency Contact

16. If a problem occurs, the service request should be directed to the designated agency contact or ITS-approved contractor. If the problem is determined to be an ITS responsibility, a service request should be opened through the ITS Help Desk for resolution.

